

In Re: Webloyalty.com, Inc., Marketing and Sales Practices Litigation

Doc. 59 Att. 23

Exhibit 23

Negative File Maintenance || Logout

Search

Monica Staaf
monica@riliving.com

Action Sheet	Change Profile	Negative File	Cancel	Voice Billing: Script 1 - COF	Stop-Billed
Member Number:	9718091005			Join Date:	12/19/2005
Transaction Id:	12250311			CREF:	000203539266.0002105795
Product:	Reservation Rewards			Referring Member:	
Account:	Flower.com(see script - uses merchant name) ()			Address:	431 South Street Foxboro, MA, US 02035
Solicitation:	54939-flr-rr-pob-cof-10pin-1mf-9m-rc328-708				
Premium:	\$10.00 Reward Certificate - Flower				
CCDataSource:	flower.com				
Session Id from User Session:	d0dc701d8738966f0066c3cc44fb5435				
Trial:	30-Day, \$0.00, 12/19/2005 to 1/17/2006 *** Non-Refundable ***				
Bill Cycle:	1-Month, \$9.00, 1/18/2006 to 2/17/2006 *** Refundable *** (Current)				
Password:	dove88bow				

Stop-Billed on 3/22/2006, effective 4/17/2006 by WL.IVR: Canceled over IVR

Billing (Retail Membership)

Transaction Type	Bill Id	Bill Date	Process Date	Term	Bill Amount	Eligible Refund Amount	Credit Card	Status	User Created
Chargeback	94589491	1/18/2006	4/22/2006	Cycle 1	(\$9.00)	\$0.00	Visa - **** * * * * * * * * * * * * 3360 (5/2008)	Processed	BILLING.LITTLE.AUTOCB
Chargeback	94589407	2/18/2006	4/22/2006	Cycle 2	(\$9.00)	\$0.00	Visa - **** * * * * * * * * * * * * 3360 (5/2008)	Processed	BILLING.LITTLE.AUTOCB
Chargeback	94589297	3/18/2006	4/22/2006	Cycle 3	(\$9.00)	\$0.00	Visa - **** * * * * * * * * * * * * 3360 (5/2008)	Processed	BILLING.LITTLE.AUTOCB
Charge	91895754	3/18/2006	3/18/2006	Cycle 3	\$9.00	\$0.00	Visa - **** * * * * * * * * * * * * 3360 (5/2008)	Processed	
Charge	89892176	2/18/2006	2/18/2006	Cycle 2	\$9.00	\$0.00	Visa - **** * * * * * * * * * * * * 3360 (5/2008)	Processed	
Charge	87878768	1/18/2006	1/18/2006	Cycle 1	\$9.00	\$0.00	Visa - **** * * * * * * * * * * * * 3360 (5/2008)	Processed	
Auth	86341794	12/19/2005	12/20/2005	Auth	\$1.00	\$0.00	Visa - **** * * * * * * * * * * * * 3360 (5/2008)	Processed	

Credit Cards: Visa - ****3360 (5/2008)

PIN Codes

Communications

13 Day Post Join Continuity Email	Template: 30779, Attempted: 01/01/2006 01:54:59 AM: Success
14 Day Pre-Bill Notification	Template: 30056, Attempted: 01/04/2006 05:08:03 AM: Success
30 Day Post Join Service Reminder	Template: 19870, Attempted: 01/18/2006 02:21:09 AM: Success
60 Day Post Join Service Reminder	Template: 19900, Attempted: 02/17/2006 02:55:20 AM: Success
90 Day Post Join Service Reminder	Template: 30556, Attempted: 03/19/2006 04:15:29 AM: Success
Cancel Confirmation	Template: 30062, Attempted: 03/22/2006 11:20:43 AM: Success
Enrollment - Successful Join	Template: 30835, Attempted: 12/19/2005 01:13:33 PM: Success
7 Day Post Join Service Reminder	Template: 19880, Attempted: 12/26/2005 04:06:02 AM: Success

Fulfillments (None)

Benefits

Shopping Discounts up to 50%	Get fantastic discounts on a wide variety of products and service from top retail locations nationwide. Plus get discounts at plenty of local stores and service providers where you live.
Attraction & Leisure Discounts	You save up to 50% or more at more than 13,000 top attractions nationwide and close to home. Get discounts at theme parks, museums, aquariums, zoos and more! Plus save money at lots of local sports venues, from bowling alleys to batting cages to major-league sporting events!
Theme Park Discounts	Your membership entitles you to special discounts at top name locations like Disneyland Resort, SeaWorld San Diego, San Diego Zoo, Busch Gardens, Universal Studios Hollywood, Knott's Berry Farm, Cedar Point, and more!
Dining Discount Coupons	Save up to ½ off with over 67,000 deals to choose from, good at popular local family restaurants and participating national chains nationwide. These discounts are great when on a cross-country trip or even in your own neighborhood!
Movie Ticket Discounts up to 40%	Save when you see your favorite movies at leading theatre chains like Loews Cineplex, United Artists and Regal theatres. Order your tickets online and see your favorite shows for up to 40% off the regular ticket price!
24-Hour Road & Tow Protection	As a Member you are automatically entitled to 24-Hour Roadside Assistance. Wherever and whenever you drive, emergency service -- including one FREE tow every 120 days and plus other services like battery jumps, lockout assistance and fuel delivery, for instance--is only a toll-free phone call away.
Trip Delay Protection	Get reimbursed for emergency out-of-pocket expenses like food and lodging when your trip is delayed for more than 12 hours by the airlines, sickness, natural disaster and other causes -- up to 1 delay per trip and \$500.00 per year!
Lost/Delayed Baggage	Your qualifying valuables are protected and expenses are covered if your luggage is delayed, lost or damaged on any major airline. We'll cover expenses beyond what the airline reimburses you, up to \$250.00 per trip for clothing and incidental expenses, if your luggage is delayed more than 12 hours. And your protection is even greater if the airlines lose your bag entirely.
Hotel Over-Booking Protection	You get Cash Back any time you make confirmed reservations at a U.S. hotel and the hotel overbooks giving your room away. If your hotel is overbooked, you can stay at another hotel and Reservation Rewards will reimburse you the quoted reservation rate of your original room rate, up to \$500.00 a year!
Credit Card Fraud Protection	Whether traveling or at home, you can shop over the Internet, telephone and anywhere else with confidence thanks to Reservation Rewards Credit Card Fraud Protection. If anyone makes unauthorized charges to your credit card or debit card, then we pay the bill beyond what your card carrier or other insurance covers up to your limit of liability. You're covered for up to \$50.00 for each credit card and \$500.00 for each debit card, up to \$1,000 per year!
More Ways to Save	Get extra members-only deals and discounts from some of our partners! Save at top stores and locations. See what's new and how to save now!